

SECTION 18  
GENERAL

18.12 CUSTOMER SERVICE GUARANTEE

The Company may implement a Customer Service Guarantee program under which the Company will give a Customer a credit for failing to promptly and accurately perform certain functions. These payments will be in addition to any other payments otherwise due the Customer. The Company will file the specifics of the Guarantee prior to it being effective.

18.13 CHARGE FOR FURNISHING BILLING, PAYMENT AND USAGE RECORDS

- A. The Company will provide copies of a customer's billing, payment and usage records to individuals and entities having a right to such records, as provided by the Rules of the Maine Public Utilities Commission or Maine law. Such records will be provided in a standard format specified by the Company.

Requesting parties may be required to provide account numbers when requesting information for multiple accounts.

- B. The following information pertaining to the previous thirteen (13) billing periods will be provided at no charge:

Account Number  
Name  
Rate Code  
Read Dates  
Number of days in each billing period  
kWh usage for each billing period  
kW demand for each billing period (if available)  
Usage during on-peak, off-peak and interim periods (if available)  
Bill Amounts (provided only when specifically required)  
Payment dates and amounts (provided to customers only)

This information will be provided at no charge to current or prospective customers, tenants or property owners, and to financial assistance agencies. The charge for providing this information to other third parties, including Competitive Electricity Providers, will be \$1.00 per account.

Interval data for the previous twelve (12) months, when available, will be provided at no charge to customers. The charge for providing this information to third parties, including Competitive Electricity Providers, will be \$25.00 per account.

- C. For records concerning periods more than 13 months before the date of the request, there will be a charge of \$15.00 for each twelve month period or \$1.25 for each individual month period.
- D. The charge for providing aggregated information for groups of customers, for providing information in a nonstandard format specified by the requester, or for providing data not listed in Section B above will be \$50.00 per hour, based on the amount of time necessary to fulfill the request.



SECTION 18  
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18.13 CHARGE FOR FURNISHING BILLING, PAYMENT AND USAGE RECORDS (Continued)

- E. There will be no charge for records provided to the Commission or records provided to a customer in response to a dispute.
- F. Information furnished under the terms of Section 18.13 shall be provided within a reasonable period of time. The Company may, at its sole discretion, require advance payment of applicable charges for furnishing information under this section.

18.14 CUSTOMER INITIATED TRANSFER OF SERVICE TO STANDARD OFFER

Cancelled.

Docket No. 97-580

General Counsel

SECTION 43  
ELECTRICITY PROVIDERS

43.1 GENERAL

In accordance with Maine Public Utilities Commission rules, the Company will provide certain services and charge certain fees to Competitive Electricity Providers and Standard Offer Providers, as described in this section.

43.2 BILLING SERVICES - STANDARD BILL FORMAT AND RATE STRUCTURE

The charge for providing consolidated utility billing services will be \$.26 per bill.

Consolidated utility billing services will include bill calculation, printing, mailing, collection, remittance processing and funds transfers in accordance with Maine Public Utilities Commission rules. The annual notice required by Chapter 305(4)(B)(1)(b) will also be provided as part of the consolidated utility billing service.

43.3 OFF-CYCLE TERMINATIONS

The charge for terminating electricity supply to a customer on a date other than the regular meter reading date will be \$5.00 if usage is prorated between the terminating provider and the Standard Offer Provider.

If an actual meter reading is required by the provider terminating service, the charge will be \$23.00. For telemetered accounts, the charge will be \$5.00.

Requests for off-cycle service terminations will be processed as soon as practicable in the normal course of the Company's business, during regular business hours.

43.4 CUSTOMER HISTORY DATA

The Company will provide customer usage history records to competitive electricity providers in accordance with Section 18.13 of the Terms and Conditions.

Docket No.: 99-402

General Counsel

SECTION 43  
ELECTRICITY PROVIDERS (CONT'D.)

43.5 NONSTANDARD METER INSTALLATIONS

The Company will install a nonstandard meter at the request of a Competitive Electricity Provider, and will accommodate requests for nonstandard meters as quickly as practicable in the normal course of the Company's business. The Company will prioritize requests, with the objective of maintaining the shortest possible backlog, by considering the order of requests, the complexity of implementation and equity among customer groups.

The Company will charge its incremental costs of owning, maintaining and installing the nonstandard meter to the Competitive Electricity Provider. The Company, at its sole discretion, may require advance payment from the Competitive Electricity Provider.

43.6 NONSTANDARD BILL FORMAT OR RATE STRUCTURE

A Competitive Electricity Provider may request a nonstandard bill format or rate structure for bills issued to its customers by the Company. The Company will determine the price and time frame for completion within fifteen (15) business days of the request. The price will be based on the Company's reasonable costs for implementing the nonstandard bill format or rate structure.

43.7 INFORMATION DISCLOSURE FOR STANDARD OFFER CUSTOMERS

The Company will distribute disclosure labels to Standard Offer customers as required by Chapter 306, Section 2(E)(4) of the Maine Public Utilities Commission rules. The Company will charge Standard Offer Providers a fee of \$.26 per label for the costs of producing and distributing the label. These fees will be apportioned to Standard Offer Providers based on the total number of Standard Offer customers in each Standard Offer rate class at the time labels are distributed, and each provider's share of total class loads.

For the period from August 2000 through February 2001, the Company will charge the Standard Offer Provider for the Residential and Small Commercial & Industrial Class \$2,000 per quarterly mailing of the Information Disclosure label in accordance with the MPUC's Order in Docket 2000-494 dated July 11, 2000.

Effective Date: \_\_\_\_\_ Docket No. \_\_\_\_\_  
Counsel

General